



Quality Council
Monday, September 22, 2003
3:30-5:00 p.m.
Conference Room 6A, Exchange Building
821 Second Avenue, Seattle WA 98104

Members Attending:

Ron Sterling, Chair
Howard Miller, Chair, King County Mental Health Advisory Board
Eleanor Owen
Frank Jose
Alice Howell
Steven Collins

Staff Present:

Lisbeth Gilbert

Guests:

Christine Hearth
Randy Polidan
Kali Henderson

I. CALL TO ORDER

Chairman Ron Sterling called the meeting to order at 3:30 pm.

II. INTRODUCTIONS

Meeting participants introduced themselves.

III. PREVIOUS MEETING NOTES APPROVAL

Members read and approved the previous meeting notes.

IV. ANNOUNCEMENTS:

- Frank Jose encouraged people to get involved in “Move for Mental Health” on September 26th.
- Frank announced a concert on October 9th sponsored by NAMI-Greater Seattle. The concert is to help promote Mental Illness Awareness Week.
- Frank gave kudos to NAMI-Eastside for an excellent conference on September 12th and 13th. He also gave thanks to King County for providing 89 scholarships for consumers and family members to attend the conference.

- The WAMI – Greater Seattle Annual Meeting will be November 8, from 1:00 to 4:00 p.m. at Horizon House, and is open to those interested in attending.
- Frank offered congratulations to Ron Sterling. He received the Exemplary Psychiatrist Award at the NAMI National Conference.
- If anyone is interested, NAMI-Greater Seattle has tapes of the sessions from the conference of a homeless outreach program in Boston.
- Ron announced that the King County Exemplary Service Awards ceremony will be October 2nd at 4:30 p.m. at the Washington Center For Urban Horticulture, and encouraged members to attend.
- King County will hold a legislative forum on November 18th at the Kirkland Performance Center. This forum is jointly sponsored by the King County's Mental Health and Drug Alcohol Boards.
- Steven Collins from the Quality Review Team reported that he and Alberto Gallego went to visit Sea Mar. Steve emphasized that his role in this visit was "interested citizen" and not in his capacity as a Quality Review Team member. Alberto did not represent himself as a Quality Council member. Sea Mar primarily serves the Latino population, and also works with geriatric clients. The agency has grown a lot over the past few years and now has several sites. Many Sea Mar clients have had traumatic experiences, which impact their lives today. Alberto's goal was to find out about how the agency helps consumers learn how to manage mental health. He had two basic questions related to consumers: how do you prevent crisis of a client, and what kind of tools does a client have to reduce a crisis situation? The visit went very well, and Steven and Alberto got some good information on crisis prevention protocol. Steven passed out a document on Sea Mar's Protocol to Crisis Intervention.

V. FORUMS

The Quality Council is planning to do three forums next year. It is the Council's charge to hold annual public forums to get public comment on the mental health care system in King County. Ron asked the group for input on the format and timing. Most people would prefer to host the forum on three different nights in three different locations to get the most people to attend, and it was suggested that the three NAMI affiliates each jointly sponsor a forum during one of their regularly scheduled meetings. It would be best to try to keep the dates consolidated, i.e. within a two-month period. Advertisements could promote all three forums, and the topics should be the same for all events in order to keep feedback on the same track. It was also suggested that showing it as a partnership of county government and NAMI would be a good marketing approach. The group will get a tentative schedule set up before determining the format, but basically the council wants to inform the public of our role, and give them information to open up communication.

Eleanor would like to focus on recommendations for making positive changes rather than hearing complaints about personal experiences. All agreed to try to keep personal stories current and relevant, and to focus on the big picture and how to improve the system. Someone suggested setting up a feedback mechanism to get the voice of those who wouldn't normally speak out. The format might include small group breakouts, which will then report to the larger group. Someone will need to check that each forum location

can handle breakouts. Liz asked if the RSN should be represented. Everyone agreed that would be a good idea. Ron will put together a proposal to discuss at the next meeting.

VI. QUALITY COUNCIL APPLICATION PROCEDURES

For FYI purposes, Ron passed out a copy of his letter and the final Quality Council Annual Report, which was sent to the King County Mental Health Advisory Board on September 8, 2003.

Ron passed out a draft of the Membership and Other Procedures for people to read. He asked people to be ready to provide feedback at the next meeting so these procedures can be finalized and implemented. He asked that suggestions and comments be e-mailed to him no later than October 25th so that he can incorporate them into the draft before the next Quality Council meeting.

VII. MENTAL HEALTH PLAN REPORT CARD.

Liz asked for questions or comments from the council regarding the Mental Health Plan Report Card. Performance measures were established when the Prepaid Health Plan was formed. The report looks at current vs. past performance for comparison purposes. It uses the same general questions asked since 1996. Howard asked what Quality Council could do with this data? Liz suggested Council members review the report prior to the next meeting and then talking about it again. Frank suggested analyzing the data and comparing it to Quality Council initiatives to see whether they have had any impact. Ron wanted to look at which questions are important to Quality Council, and determine trends. Liz agreed to help members understand the data elements used to measure the various outcomes and performance measures. Alice suggested members go over the report card and prioritize items that are most relevant to the work of the Quality Council. Liz suggested focusing on the accountability questions 1-11. Liz asked members to write down any questions they have for the RSN.

VIII. RSN UPDATE

- Liz passed out information from a web-site from Centers for Medicare & Medicaid Services. The Balanced Budget Act of 1998 requires states to assure an external quality review of all contractors, meaning an entity that is not part of the state contracting agency (the Mental Health Division in Washington State). It took the federal government five years to develop protocols for this requirement, but these have now been released. Initially, the MHD is contracting with the Washington Institute for Mental Illness Research & Training (WIMIRT) to conduct this function. The purpose is to assure that contractors (RSNs) are providing adequate management. The handout provides an overview of the components and process for the review, which WIMIRT will begin to implement in March 2004. Liz will keep the Quality Council posted, or people can visit the web-site noted on the handout.

- The MHD has convened three groups that relate to the actuarial studies that inform case rates paid for Medicaid recipients.
 1. Data Quality and Consistency: formed to assure all RSNs report the same data in the same way.
 2. Non-Medicaid: will study non-Medicaid modalities provided to Medicaid clients and seek ways to legitimately define these under CPT codes, and will also seek to describe non-Medicaid clients served by RSNs and use this information in work with the state legislature.
 3. Service Model: will seek ways to maximize the capturing of services provided under the modalities included in the state contract.

Liz will continue to update the group over time. Frank would like to report on his experience with this at the next meeting.
- Draft 2004 Policies & Procedures are being finalized and will soon be released for review and comment. These will become effective on January 1, 2004.
- The Chemical Dependency section is publishing its first “report card”, known as the Chemical Dependency Performance Indicators Report. This is a semi-annual report, with each report covering a 3-year period, broken-out into six-month increments. The report focuses on treatment, but does not have good data on recovery. Quality Council members will be on the distribution list to receive this report.

IX. CLOSING

Meeting adjourned at 5:05 pm.